

# 2025 EMERGENCY RESPONSE QUICK REFERENCE GUIDE - NORTH CAROLINA

## INCIDENT RESPONSE

- ☐ Always approach from upwind/park vehicle a safe distance away/if vehicle stalls – DO NOT attempt to restart
- ☐ Gather information/establish incident command/identify command structure
- ☐ Initiate communications with pipeline/gas company representative ASAP
- ☐ Control/deny entry: vehicle, boat, train, aircraft, foot traffic, media – refer all media questions to pipeline/gas representatives

## RISK CONSIDERATIONS

- ☐ Type/volume/pressure/location/geography of product
- ☐ Environmental factors – wind, fog, temperature, humidity
- ☐ Sight, sound, smell – indicators vary depending on product
- ☐ Black, dark brown or clear liquids/dirt blowing into air/peculiar odors/dead insects around gas line/dead vegetation
- ☐ Rainbow sheen on the water/mud or water bubbling up/frozen area on ground/frozen area around gas meter
- ☐ Other utility emergencies

## PIPELINE MARKERS

The U.S. Department of Transportation (DOT) requires the use of signs to indicate the location of underground pipelines. Markers like these are located on road, railroad, and navigable waterway crossings. Markers are also posted along the pipeline right-of-way. Markers may not be located directly over the pipeline it marks.

### The markers display:

- ☐ The product transported
- ☐ The name of the pipeline operator
- ☐ The operator's emergency number



## EMERGENCY CONTACT LIST

East Tennessee Natural Gas (Operated by Enbridge) ... **1-888-231-2294**  
Enterprise Products Operating, LLC.....**1-888-883-6308**  
Williams Gas Pipeline.....**1-855-945-5762**

To learn more about your local pipeline operators, please visit [nc.pipeline-awareness.com](https://nc.pipeline-awareness.com)

Note: The above numbers are for emergency situations. Additional pipeline operators/companies may exist in your area. Visit the National Pipeline Mapping System at [www.npms.phmsa.dot.gov](https://www.npms.phmsa.dot.gov) for transmission companies not listed above.

## ONE-CALL SYSTEM

North Carolina 811..... **1-800-632-4949 or 811**

## EMERGENCY RESPONSE PORTAL (ERP)

Emergency Response Portal (ERP) is where emergency officials will quickly and easily find important pipeline information, emergency plans, and contact information for the area you serve. Register for access at [my.spatialobjects.com/admin/register/ERPP](https://my.spatialobjects.com/admin/register/ERPP)



## PRODUCT HAZARDS AND CHARACTERISTICS

**Petroleum (flow rate can be hundreds of thousands of gallons per hour) TYPE 1**

- ☐ Flammable range may be found anywhere within the hot zone
- ☐ H2S can be a by-product of crude oil

Type 1 Products	Flash Point	Ignition Temperature
Gasoline	- 45 °F	600 °F
Jet Fuel	100 °F	410 °F
Kerosene	120 °F	425 °F
Diesel Fuel	155 °F	varies
Crude Oil	25 °F	varies

**Natural Gas (flow rate can be hundreds of thousands of cubic feet per hour) TYPE 2**

- ☐ Flammable range may be found anywhere within the hot zone between 4% and 15%

- ☐ Rises and dissipates relatively quickly

- ☐ H2S can be a by-product of natural gas – PPM = PARTS PER MILLION

• 0.02 PPM	Odor threshold
• 10.0 PPM	Eye irritation
• 100 PPM	Headache, dizziness, coughing, vomiting
• 200-300 PPM	Respiratory inflammation within 1 hour of exposure
• 500-700 PPM	Loss of consciousness/possible death in 30-60 min.
• 700-900 PPM	Rapid loss of consciousness; death possible
• Over 1000 PPM	Unconsciousness in seconds; death in minutes

- ☐ Incomplete combustion of natural gas may release carbon monoxide
- ☐ Storage facilities may be present around populated areas/ can be depleted production facilities or underground caverns
- ☐ Gas travel may be outside the containment vessel along the natural space between the pipe and soil
- ☐ Lower/Upper Explosive Limit depends on characteristics of gas (SDS)

**Propane, Butane and Other Similar Products - TYPE 3**  
(\*e.g. Carbon Dioxide / Anhydrous Ammonia)

- ☐ Flammable range may be found anywhere within the hot zone
- ☐ Products cool rapidly to sub-zero temperatures once outside the containment vessel
- ☐ Vapor clouds may be white or clear

Type 3 Products	Flash Point	Ignition Temperature
Propane	- 150 °F	920-1120 °F
Butane	- 60 °F	725-850 °F
Anhydrous Ammonia	- 51 °F	1204-1560 °F

\* Caustic - Can freeze/burn skin

\* Expands Rapidly

\* Liquid to a fog gas state!



COORDINATED RESPONSE EXERCISE



COORDINATED RESPONSE & EXCAVATOR EXERCISE

# 2025 EXCAVATOR QUICK REFERENCE GUIDE - NORTH CAROLINA

## EXCAVATOR RESPONSIBILITIES:

- ☐ Call Before You Dig - **It's the Law!**
- ☐ Wait the required time for the markings!  
(state specific time – check your local One Call Law)
- ☐ Tolerance Zones – May vary by state and/or company!
- ☐ Respect the marks!
- ☐ Dig with care!

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## NORTH CAROLINA

### North Carolina 811

**Website:** [www.nc811.org](http://www.nc811.org)

**Advance Notice:** 3 full business days

**Marks Valid:** 15 working days

**Law Link:** [www.nc811.org/north-carolina-law.html](http://www.nc811.org/north-carolina-law.html)

TICKETS			STATE LAWS & PROVISIONS									NOTIFICATION EXEMPTIONS					NOTIFICATIONS ACCEPTED					
FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Premarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	Tolerance Zone
N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y*	Y	Y	Y	N	Y	Y	Y	N	N	24"

## EXCAVATION BEST PRACTICES JOB SITE CHECKLIST

- ☐ White Lining (Pre-marking)
- ☐ One Call Facility Request
- ☐ One Call Access
- ☐ Locate Reference Number
- ☐ Separate Locate Request
- ☐ Pre-excavation Meeting
- ☐ Facility Relocations
- ☐ One Call Reference Number at Site
- ☐ Contact Names and Numbers
- ☐ Positive Response
- ☐ Facility Owner/Operator Failure to Respond
- ☐ Locate Verification
- ☐ Work Site Review with Company Personnel
- ☐ Documentation of Marks
- ☐ Facility Avoidance
- ☐ Marking Preservation
- ☐ Excavation Observer
- ☐ Excavation Tolerance Zone
- ☐ Excavation within the Tolerance Zone
- ☐ Vacuum Excavation
- ☐ Mismarked Facilities
- ☐ Exposed Facility Protection
- ☐ Locate Request Updates
- ☐ Facility Damage Notification
- ☐ Notification of Emergency Personnel
- ☐ Emergency Coordination with Adjacent Facilities
- ☐ Emergency Excavation
- ☐ Backfilling
- ☐ As-built Documentation
- ☐ Trenchless Excavation
- ☐ No Charge for Providing Underground Facility Locations
- ☐ Federal and State Regulations

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